



The Indiana Family and Social Services Administration

Provider Portal Enhancement: Viewing Open Incident Reports

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Provider Portal Enhancement: Viewing Open Incident Reports

AGENDA

- Background and overview
- Process
- Additional information
- Accessing support



Provider Portal Enhancement: Viewing Open Incident Reports

Background and Overview

- This enhancement is for the uAdvocare Provider Portal, not IFUR (the State's Incident Reporting system).
- It is specifically for Providers of Consumers served through Indiana's Home and Community Based Services (HCBS) Medicaid Waiver.
- Prior to this enhancement, only Case Managers were able to view open Incident Reports within the Provider Portal.
- With this enhancement, all HCBS Medicaid Waiver providers will be able to view open Incident Reports for their consumers.
- The open Incident Reports will include all Incident Reports filed for the consumer, not just those filed by their organization.



Provider Portal Enhancement: Viewing Open Incident Reports

How To Access Open Incident Reports

- To start, enter **in.uadvocare.com** in your browser, then click 'Log In'



Note: For an Advocare account or login support: support@uadvocare.com



Provider Portal Enhancement: Viewing Open Incident Reports

How To Access Open Incident Reports

- At the 'Login' screen, enter your Advocare account **username** and **password**.
- Click the checkbox to indicate you understand and accept the site's terms and conditions, then click 'Go.'
- To review the terms and conditions, click on the underlined text.

A screenshot of a web-based login form. At the top left of the form area is a tab labeled 'Login'. Below the tab are two input fields: the first is labeled 'username' and the second is labeled 'password'. Below these fields is a checkbox followed by the text 'I understand and accept the Terms and Conditions.'. At the bottom left of the form is an orange button with the text 'GO' in white. To the right of the 'GO' button is a link that says 'Reset Password'.



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How To Access Open Incident Reports

- The 'Home' screen will appear.
- Go to the section titled 'Today's Tasks' and locate 'Open Incident Reports'.

The screenshot displays the Advocate Provider Portal interface. The top navigation bar includes the 'advocate' logo and links for 'Home', 'Training', and 'Admin Tools'. The left sidebar contains a 'Message Center' with links for 'State (0)' and 'Training (1)', a 'My Work' section with 'Provider Activities', and a 'My Support' section with 'Training' and 'Contact'. The main content area is divided into three columns. The first column shows 'Priority Messages' with a message dated 07/30/2015. The second column, 'Today's Tasks', contains a table with two tasks: 'Individuals Needing Provider Employee Assigned' (quantity 12) and 'Open Incident Reports' (quantity 1). A red arrow points to the 'Open Incident Reports' task. The third column shows a 'Calendar' toggle and a 'My Individuals' section with a dropdown menu and a list of links: 'Individual's Profile', 'Provider Documents', 'Risk Mitigation Tool', and 'Wellness Assessment'.



Task	Quantity	Options
Individuals Needing Provider Employee Assigned	12	
Open Incident Reports	1	



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How To Access Open Incident Reports

- The number listed in the 'Quantity' column indicates the number of Incident Reports currently open for your organization.

Today's Tasks		
Task	Quantity	Options
Individuals Needing Provider Employee Assigned	12	
Open Incident Reports	1	







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How To Access Open Incident Reports

- To view a listing of the open incident reports, click the icon in the 'Options' column.

Today's Tasks

Task	Quantity	Options
Individuals Needing Provider Employee Assigned	12	
Open Incident Reports	1	





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How To Access Open Incident Reports

- The 'Open Incident Reports' screen reflects the following information for each open incident report:
 - The name of the individual for whom the Incident Report was submitted
 - The type of 'hot list' category associated with the Incident Report
 - The Incident Report number
 - The date the Incident Report was opened (submitted)

Open Incident Reports

The following **1** individual currently has an open incident report.

Individual	Hot List Type	Incident Number	Open Date
Doe, Jane	IR	707399	07/14/2015



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How To Access Open Incident Reports

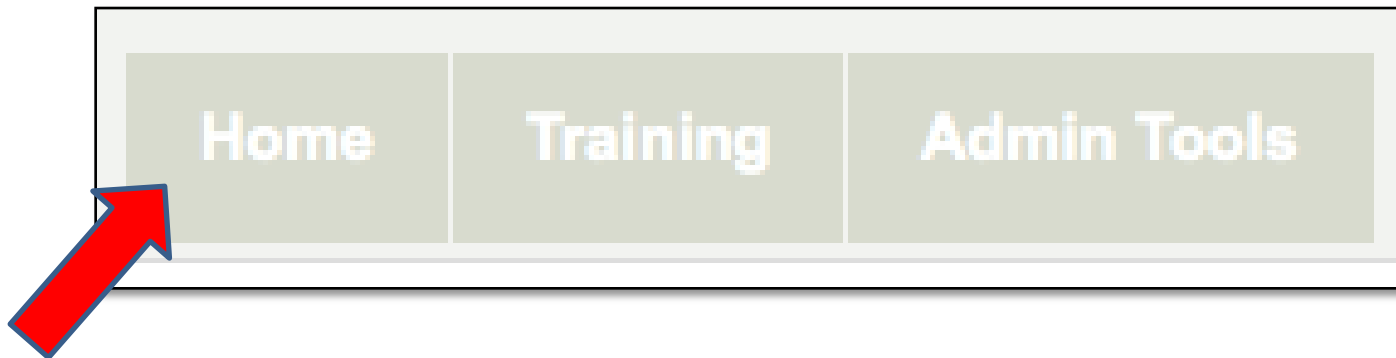
- When an incident report is closed, it is removed from the 'Open Incident Reports' screen.
- If the HCBS waiver consumers your organization serves do not currently have any open Incident Reports, the 'Open Incident Reports' task will not be displayed within the 'Today's Tasks' area of the 'Home' page.



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How To Access Open Incident Reports

- After reviewing the list of open Incident Reports, click the 'Home' tab (located at the top right corner of the screen) to review any additional items in the 'Today's Tasks' section.





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Additional Information

- Advocare receives a daily export from InSite which lists the current providers for each individual served.
- This InSite export is considered the definitive report for linking a consumer to a provider and is what allows providers to see their consumers' open Incident Reports.
- Incident Report data is refreshed weekly, generally on Wednesdays.
- The Incident Report data and refresh schedule is consistent with the current process for case managers.



Questions



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Accessing Support

- The recorded webinar and PowerPoint for this presentation will be available on the DDRS website:
 - BDDS page under “Information for Providers”
<http://in.gov/fssa/ddrs/2639.htm#>
 - BQIS page under “Incident Reporting”
<http://in.gov/fssa/ddrs/3838.htm>
- For an Advocare account or login support: support@uadvocare.com
- To contact the Bureau of Quality Improvement Services:

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